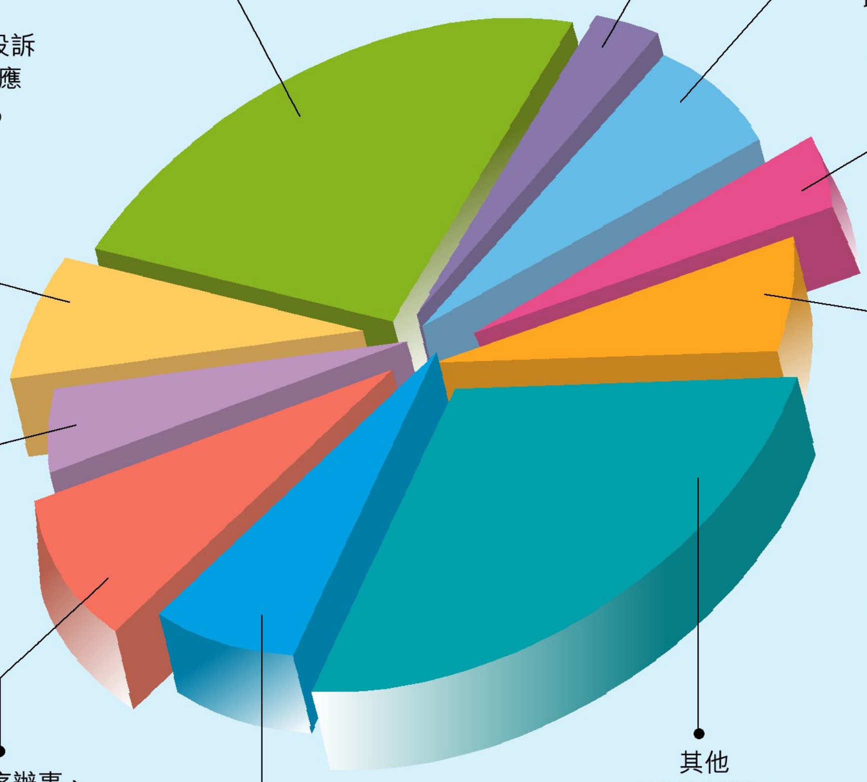# 表 6　已終結的投訴個案性質：5,023 宗